



Michael R. Pence, Governor  
State of Indiana

***Division of Aging***

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**Division of Aging PASRR Update  
June 29, 2016**

- **Launch is just two days away!** Are you prepared? [Ascend's Provider Transition Guide](#) provides a complete list of items you need to do in order to be ready to go live, **THIS FRIDAY**, July 1, 2016!
- Over the holiday weekend, there will be some help desk support available. Please utilize the many resources available on our PASRR page as well as Ascend's page ***before*** contacting the help desk. Many questions can be answered using all that is available there:
  - Provider Manual
  - Instructional videos
  - User Guides
  - FAQs
- [AssessmentPro System Registration FAQ](#) document is posted online on both Ascend's page and ours and is updated frequently. Great resource if you are still getting your administrator account set up.
- More tips for using the [PASRR@fssa.in.gov](mailto:PASRR@fssa.in.gov) email:
  - Be specific about the problem you have having.
    - What do you see on the screen?
    - Do you get an error message?
    - What does the message say?
    - Does the message give you options? If so, what are they?
    - What did you click right before you got the error?
  - We are NOT encountering known system errors at this point. So, referring to the user guides and other documentation is a great place to start before sending us an email.
  - Please be patient and we promise to work through emails as quickly as we can.
  - For efficiency, we are attempting to handle all inquiries and responses through email. Thus there is no phone number option.
- Remember, beginning July 5, 2016, every Tuesday in July from noon to 1 p.m. EST we will hold a Q&A webinar. Registration is not required.
  - The link is <https://indiana.adobeconnect.com/infssa/>
  - Participants will sign in as a guest following this format  
FirstNameLastName@organization.



- Audio will be voice over internet, so participants will need to use speakers or headphones to hear the presentation. Please use your computer for the audio if you are able rather than the call in number.
  - Prior to the webinar, participants can go to [http://webinar.isl.in.gov/common/help/en/support/meeting\\_test.htm](http://webinar.isl.in.gov/common/help/en/support/meeting_test.htm) to test their connection.
  - Do not log into the webinar using Citrix or Virtual Private Network (VPN). These services will not be able to playback audio.
- Stay informed! Please sign up [to receive Ascend's email updates](#), as well as the [DA's PASRR email updates](#). These updates will continue after launch to highlight certain FAQs, share best practices, and communicate any system issues should there be any (we don't anticipate that!).